



**City of
Santa Clara**
The Center of What's Possible

INSIDE

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Commit to Action

Working together with community to build more connections and trust in public safety



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[communications@
SantaClaraCA.gov](mailto:communications@SantaClaraCA.gov)

CITY WEBSITE
SantaClaraCA.gov

Dear Santa Clara Community,

As we approach our sixth month of public health orders, there is no doubt that this has been a historic event in our nation's history. Facing a global pandemic and economic recession, Santa Clarans have made quick changes in service priorities to respond to the collective well-being of our community. We find ourselves saddened to no longer prepare for our normal seasonal traditions such as the 4th of July All-City Picnic and Fireworks Extravaganza, Santa Clara Art & Wine Festival which would have celebrated its 40th year, Santa Clara Parade of Champions, National Night Out and many other summer classes, arts and crafts, and sports and recreational activities.

However, while continuing our normal outstanding City services, we have come together to bring three new responsive initiatives, which are: public health supplemental programs, economic support related to COVID-19, and long-term solutions to systemic racial injustice. In true Santa Clara spirit, we are standing strong to face these challenges in a compassionate, community-focused manner.

This pandemic has changed the way we live and the way we connect with one another. I share with you the details about these three amazing initiatives that we have implemented over the past months and the additional efforts coming over the next months.

"Love Santa Clara" In Action

With a can-do City team that is ready and willing to serve as Disaster Service Workers, we have been able to provide COVID-19 related services and expand others on short notice. These include:

- **To-go daily and weekend meal packages** for seniors who are most at risk for serious health complications from the coronavirus;
- Weekend meals to youth through the **Healthy Meals Santa Clara** program while school was out of session;
- **Help Your Neighbor program** that's been revitalized to assist Santa Clarans who are struggling to pay their utility bills;
- **Small Business Assistance Grant Program** that's awarded 155 grants for a total of \$1.1 million to small businesses and nonprofits in Santa Clara so far;
- **Small Business Energy Assistance Grant Program** to help fund energy efficiency upgrades for small businesses in Santa Clara;
- Assistance programs for residents impacted financially by COVID-19 through the **Emergency Rental Assistance** and **Residential Water & Sewer Rate Assistance Program** among others;
- **Solid Waste Utility Bill Reduction** of \$3 per month for all residential and commercial business customers; and
- **Free COVID-19 testing** for residents in partnership with the County of Santa Clara Department of Public Health at Northside and Central Park libraries.

Economic Impacts due to COVID-19

Due to the City's strong fiscal leadership, the City had built up approximately \$80 million in one-time reserves that appropriately can be tapped for unforeseen circumstances like a pandemic. We recently addressed a General Fund projected shortfall of \$22.7 million in Fiscal Year 2020/21 with the use of some reserves. The City took quick action to implement less

spending and decreased our temporary staffing by approximately 50% while minimizing the impacts to the level of public services. Even so, more cost-saving strategies are likely necessary.

Additionally, we advocated legislatively to ensure that Santa Clara receives its fair share of CARES Act funds and recently received \$1.6 million dollars to continue to offer locally based programs in support of our community needs.

Lastly, staff presented and Council approved a measure to be placed on the November ballot, regarding a possible increase to the Transient Occupancy Tax (TOT). Voters will be asked to decide whether they would like to increase the TOT by up to 4%, generating potentially up to approximately \$7 million annually, to be paid by visitors utilizing local hotels and motels.

Commit to Action on Police Use of Force Policies

In June, on behalf of the City of Santa Clara, the Mayor signed the "Commit to Action" initiative, led by former President Barack Obama, which is a call for improved police use of force policies. In a June 4 community letter, I along with the Mayor, Police Chief and City Attorney agreed to be a part of the solution, pledging the City's commitment to racial equity and continuous improvement of police operations. In the coming weeks and months, you will see more community dialogue and action as a new Ad Hoc Committee is formed by the Mayor and Police Chief to help advance the Commit to Action initiative to address systematic racism.

Our efforts demonstrate that we continue to be nimble to respond to our community needs and provide high quality services. Our most recent community survey revealed:

- 67% of residents believe the City is doing an excellent/good job
- 63% of residents believe the City is headed in the right direction
- 70% of residents believe the City is keeping residents informed

Our efforts to continue or focus on transparency and community engagement were recently recognized by the California Association of Public Information Officials (CAPIO) where we were awarded first place in two categories: Most Innovative Communications, Medium Population and Website/App, Small/Medium Population. Our recent work stands on a strong foundation of well-developed services and transparent government—a practice that we will continue despite our ever-changing conditions.

As we all know, this pandemic is not going away quickly but, rest assured, the City will be here, providing essential services to you, your loved ones and all members of our community.



In Community Spirit,

Deanna J. Santana

Deanna J. Santana
City Manager

City Mission Statement

The mission of the City of Santa Clara is to promote a living and working environment that allows for the best quality of life by serving the community with resourceful, efficient, progressive and professional leadership.



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Council Approves City Budget Focused on Infrastructure

In June, the City Council adopted the City's Biennial Capital Budget for fiscal years (FY) 2020/21 and FY 2021/22, the Five-Year Capital Improvement Program (CIP) and amendments to the FY 2020/21 Adopted Operating Budget. This continues the biennial budget process that alternates between an operating and capital budget. This year's budget focuses on our capital infrastructure, which supports the facilities that serve our residents and community.

Capital Budget Highlights

The Biennial Capital Budget totals \$476 million, and the Five-Year CIP totals \$705 million. Investments in the City's utility infrastructure account for 70% of the CIP, with the remaining funds used to support improvements to parks, trails, libraries, transportation system, storm system, convention center and other City facilities. Listed below are some capital project highlights.

- Park Playground Rehabilitation – Rehabilitates seven playgrounds (Magical Bridge All-Inclusive playground at Central Park and the neighborhood playgrounds at Maywood, Montague, Westwood Oaks, Warburton, Rotary, and Earl Carmichael parks).
- Annual Street Maintenance and Rehabilitation Program – Continues ongoing funding for the maintenance and repair of city streets.
- Electric Substations – Includes funding to construct the Esperanca and Laurelwood Substations and rebuild the Homestead and Serra Substations.
- Water Distribution System Replacement/Restoration - Funds water mains, backflow preventers, hydrants and meters.

While there are significant investments in this CIP, considerable funding gaps remain with unfunded projects totaling approximately \$300 million over the next five years. Long term funding strategies are needed to meet these needs and will be developed in future years with community involvement.

Operating Budget Adjustments and COVID-19

This budget was developed during a time of unprecedented uncertainty with both a global public health and economic crisis. The COVID-19 pandemic has led to the most dramatic

drop in economic performance in recent history, impacting individuals, businesses and all levels of government. For the city of Santa Clara, the COVID-19 pandemic has led to the decline in several

General Fund revenue sources, most notably Transient Occupancy Tax and Sales Tax, resulting in a General Fund shortfall of almost \$23 million in FY 2020/21. As an interim strategy, the Budget Stabilization Reserve was used to balance the FY 2020/21 budget starting July 1. Detailed budget-balancing actions will be brought forward to the City Council for consideration in September 2020 with any necessary follow-up actions in December 2020 to implement those strategies.

September 2020 Budget Process

The September timeframe for FY 2020/21 budget-balancing actions allows more time to determine the ongoing impacts of the COVID-19 pandemic and develop a plan to address the shortfall. The strategy is to address the shortfall with a combination of the following:

- One-time savings from cost control measures already implemented
- Potential ballot measures and other revenue-generating actions
- Potential labor negotiations (subject to meet and confer)
- Ongoing expenditure reductions

While every effort will be made to minimize the service impacts to the community, service reductions will likely be unavoidable given the depth of the shortfall. These impacts will be identified as part of the September 2020 budget process.

For more information on the City's Biennial budget, visit [SantaClaraCA.gov/Finance](https://santacruz.ca.gov/Finance).



NOVEMBER 2020 ELECTION INCLUDES BALLOT MEASURE ON HOTEL TAX

On the Nov. 3, 2020 ballot, Santa Clara voters will be asked whether they approve an increase in the Transient Occupancy Tax (TOT) rate. Specifically, the voters will be asked: "To maintain and protect the level of essential city services including 9-1-1 emergency medical/disaster preparedness, police and fire protection, bicycle and pedestrian safety, roadways and storm drains, and other vital services including parks, recreation, libraries and senior services, shall a measure increasing the hotel tax rate up to 4%, generating up to approximately 7 million dollars annually, paid only by hotel/motel guests, until ended by voters, be adopted?"

The TOT is often referred to as a "hotel tax" or "bed tax." It is a lodging tax that requires any person or business engaged in the renting of rooms for lodging, dwelling or sleeping purposes to collect and pay the tax to the City of Santa Clara. The amount of revenue received from the tax is dependent upon the number of hotel nights booked by guests in such establishments. Santa Clara's current TOT rate of 9.5% is among the lowest rate in the region.

If the measure is passed by the voters, the exact TOT rate of increase (between 0-4%) would be set by the City Council at a future public meeting. In creating a range for increases, the measure affords the Council flexibility to account for current economic challenges in the hospitality sector. It also preserves the ability to benefit from potential increased revenue as the economy recovers. The \$7 million figure is based upon pre-pandemic economic projections. If the measure is not passed by the voters, then the TOT rate would remain set at its current rate.

The ballot will also include the election of city councilmembers for Council Districts 1, 4, 5 and 6, the city clerk, and the police chief.

For more information about the November 2020 Election, visit [SantaClaraCa.gov/Elections](https://santacruz.ca.gov/Elections).

Commit to Action

Working together with community to build more connections and trust in public safety

The men and women of the Santa Clara Police Department are **committed** to protecting and serving all, acting professionally, with integrity and providing excellent service.

Our similarities, as well as our differences, make Santa Clara a safe and vibrant place to live, work, learn and play.

Members of the Police Department know that community trust is sacred. It is a privilege for us to serve and that privilege is not taken lightly. Our staff, sworn and civilian, must continue to demonstrate equity, fairness, professionalism and unbiased policing to maintain this trust.

While the Police Department has invested in state-of-the-art technology, achieved mandated training requirements, and continues its efforts to recruit a diverse workforce, we acknowledge the need for continuous improvement. It is our goal to serve the community in the best manner possible.

For these reasons, the City has taken the following actions:

- The Mayor, Police Chief, City Manager and City Attorney authored a Community Letter regarding Racial Injustice
- The Mayor and Police Chief distributed a video message about the Mayor signing former President Obama's "Commit to Action" for improved use of force policies
- The Police Department developed a webpage to highlight the City's demographics and crime statistics, as well as the Police Department's guiding principles, policies, use of force statistics, staff demographics, training and community oversight. The page also provides details regarding current and future legislation. The page can be viewed at SantaClaraCA.gov/CommitToAction
- City Council adopted a Resolution confirming the City's support of the Commit to Action initiative, which includes:
 - Review our Police Department's use of force policies
 - Engage our community in the discussion
 - Report the Ad Hoc Committee's findings and seek feedback from our community
 - Redefine public safety and reform any policies necessary

MEMBERS OF THE POLICE DEPARTMENT KNOW THAT COMMUNITY TRUST IS SACRED. IT IS A PRIVILEGE FOR US TO SERVE AND THAT PRIVILEGE IS NOT TAKEN LIGHTLY.



- City Council adopted a Resolution condemning racial inequity in all forms against the Black community
- City Council delegated authority to the Mayor and Police Chief to establish an Ad Hoc Committee to return to Council with a status update no later than Sept. 29, 2020

In true Santa Clara spirit, residents have asked how to participate in celebrating our diversity and working toward equity. To be part of the solution, the community is invited to:

- Listen to and/or participate in the September 29 City Council meeting on the topic
- Consider applying to participate as a member of the Ad Hoc Committee
- Engage in pending community meetings facilitated by the Ad Hoc Committee

To stay connected on this topic, follow updates at SantaClaraCA.gov/CommitToAction.

The Santa Clara Police Department Prides Itself In Being Aligned With The "8 Can't Wait" Initiative

Require Use of Force Continuum

Officers are required to use only the amount of force that reasonably appears necessary given the facts available at the time.

Exhaust All Alternatives Before Shooting

Deadly force can only be used when there is an imminent threat of death or serious injury to the officer or another person.



Require Comprehensive Reporting



All use of force and threats of force are documented. All data is submitted by the department to the California Department of Justice.

Ban Chokeholds and Strangulations



Unless an officer can objectively justify its use under deadly force applications. Effective June 9, carotid restraint banned.

Ban Shooting at Moving Vehicles



Only allowed when the driver poses a deadly threat.

Require Warning Before Shooting



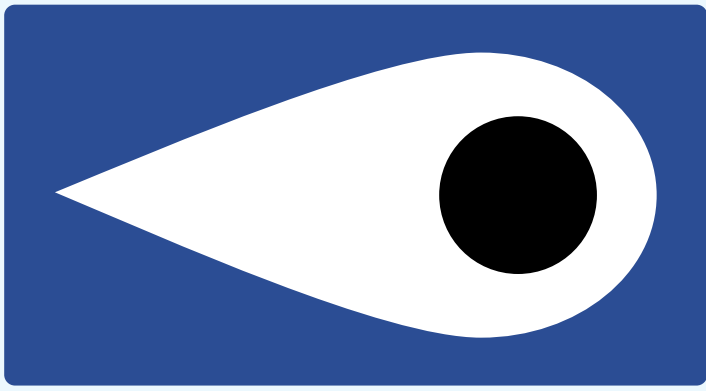
Make reasonable efforts to identify themselves as a peace officer and warn that deadly force may be used, unless the officer has objectively reasonable grounds to believe the person is aware of those facts. This requirement is consistent with AB 392 and federal case law.

Duty to Intervene

Our policy mandates a duty to intercede if any officer observes another officer using force that is unreasonable.

De-Escalation Requirement

100% of our officers have attended a 4-hour training, documented in 2018 by the Civil Grand Jury.



Reduce Crime by Taking Part in Neighborhood Watch

The Santa Clara Police Department is offering virtual Neighborhood Watch meetings during the pandemic. There are lots of great reasons to become a part of Neighborhood Watch in your area today:

- Neighborhood Watch is a crime prevention program that enlists the participation of residents, in cooperation with law enforcement, to reduce crime.
- Neighborhood Watch groups take a proactive approach to report crime by becoming the extra set of eyes and ears for law enforcement.
- The Neighborhood Watch program involves neighbors getting to know each other and working together in mutual assistance.
- Learn how to recognize and report suspicious activity or persons, and how to implement crime prevention techniques such as home security (locks, security hardware, lighting, and landscaping) and Operation Identification (marking valuable property with an identifying number).

Join an existing Neighborhood Watch group or start a new group by contacting the Police Department's Crime Prevention Unit at **408-615-4872** or email globito@SantaClaraCA.gov.

Prepare for Potential Public Safety Power Shutoffs During Fire Season

This summer and fall, you may start hearing more about PG&E's Public Safety Power Shutoff program throughout California and wonder if it impacts Santa Clara. While the city of Santa Clara is not designated as a high fire threat area because of its urban conditions, flat terrain and low fuel load, a Public Safety Power Shutoff could impact customers who receive electric service from Silicon Valley Power due to the interconnected nature of the state's electric grid.

Each extreme weather event which may require a Public Safety Power Shutoff is unique. While no single factor will drive a Public Safety Power Shutoff, some factors include:

- A red flag warning declared by the National Weather Service;
- Low humidity levels – generally 20% and below; and
- Forecasted sustained winds generally above 25 mph and wind gusts in excess of approximately 45 mph.

If a Public Safety Power Shutoff is needed, PG&E will notify the City's electric utility, Silicon Valley Power, in advance at 48 hours, 24 hours and just before power lines are turned off, whenever possible. These outages could last up to several days while PG&E inspects the lines in affected areas before power is safely restored.

It is important to always be prepared for a power outage. Ensure cell phone batteries are fully charged, have flashlights and fresh batteries on hand, have a cooler, and keep ice packs or frozen water bottles handy to help protect your food, and know how to manually operate your garage door.

For more tips on how you can prepare for a power outage, visit SiliconValleyPower.com/Prepare.

To learn more about Public Safety Power Shutoffs, sign up for alerts and download our preparedness handout, by visiting SiliconValleyPower.com/SantaClaraReady.

Get Counted in the 2020 Census, Santa Clara

The deadline for the 2020 Census has been extended until Sept. 30, 2020, which means there's still time to make sure you and your family are counted. If you haven't filled out the census for your household yet, you can still respond online at my2020census.gov or by calling **844-330-2020**.

The goal of the U.S. Census is to count every person living in the U.S. on April 1, 2020, so that the federal government knows how to allocate resources, including billions of dollars in funding. This count helps decide how much money that states, counties and cities receive from the federal government to support programs for children, older adults, food access and more.

Everyone is important in the 2020 Census, and we want to make sure that each and every one of our community is counted. For more information, visit SantaClaraCA.gov/Census2020.

Fill out your 2020 Census now and make sure that Santa Clara Counts!

Do Your Part, Roll in Your Cart

Help keep Santa Clara beautiful by returning your garbage, recycling and Clean Green carts after collection to their storage area such as behind a fence or on the side of your garage or house. Doing so allows for scheduled street sweeping to occur and keeps our neighborhoods looking good. Thanks, Santa Clarans, for doing your part! For more information, visit SiliconValleyPower.com/SantaClaraReady.



Are You Flood Ready?

FLOODING HAPPENS TYPICALLY AFTER SEVERAL DAYS OF HEAVY RAIN. MAKE SURE YOU ARE AS SAFE AS POSSIBLE DURING STORMS WITH THE FOLLOWING TIPS TO PLAN, PREPARE AND PROTECT YOUR FAMILY AND HOME.

Make a family emergency plan and emergency kit

The first step toward being flood-ready is being prepared for any kind of emergency.

Discuss with your family what to do during a disaster.

Agree on a meeting spot in case you are separated. Identify emergency contacts both in and out of town and a caretaker for

individuals with special needs or pets. For

tips on preparing your family emergency plan, visit valleywater.org/floodready. After designing your plan, start putting together an emergency kit with tools and supplies, non-perishable food and water. Keep a copy of your family emergency plan in your kit. Visit SantaClaraCA.gov/EmergencyPreparedness for additional tips. Be sure all family members know how to turn off house utilities.

Sign up for AlertSCC or download emergency apps

Preparing for emergencies can be overwhelming. To help prepare, download Santa Clara County's emergency preparedness app "ReadySCC" on your smartphone. The app allows you to set a meeting point for your family, list emergency contacts and send status updates to your loved ones during an emergency. Also sign up for AlertSCC, the Santa Clara County emergency alert system. AlertSCC is a free, easy and confidential way for anyone who lives or works in Santa Clara County to get emergency warnings sent directly to their cell phone, mobile device, email, or landline. When necessary, the City of Santa Clara will issue flood warnings via AlertSCC and may also send messages through the federal Integrated Public Alert and Warning System (IPAWS). Sign up at AlertSCC.com today!

Know your flood risk

The City now has a new and improved flood map information service. You can find out whether your house is in a Federal Emergency Management Agency (FEMA) designated Special Flood Hazard Area (SFHA), if there is any local drainage problem near your property, estimated flood depth, past floods and whether failure of local dams would potentially impact your property. You can also contact Community Development Department's Planning Division at **408-615-2450** or planning@SantaClaraCA.gov to get all the flood information mentioned above for a particular property. Visit FEMA Map Servicing Center (msc.fema.gov) to view FEMA flood map and zone information. Once Santa Clara City Hall reopens to the public, visit us in person at the City Hall permit center, located at 1500 Warburton Ave., to receive personalized help.

Insure your property for flood

You do not have to live next door to a creek to be flooded. If you do live in a FEMA designated SFHA flood zone and have a federally insured mortgage, you are required to insure your property from flood hazards. Most homeowners' insurance policies do not cover damage from natural disasters such as earthquakes or floods. The good news is the City of Santa Clara performs activities above and beyond the minimum requirement of the National Flood Insurance Program (NFIP) and is continuously improving flood reduction activities. As a result, FEMA increased flood insurance premiums discount awarded to properties in the City to 15%, up from the 10% discount in previous years.

Even if you do not live in a SFHA, you can get extra protection by purchasing flood insurance. Renters insurance is also available through NFIP. To find a local agent, call the NFIP Help Center at **800-427-4661** or visit floodsmart.gov. Be aware there is typically a 30-day waiting period for the policy to take effect.

Protect your biggest investment, your home

Flooding is disruptive and takes time and money to recover from. Having a flood insurance policy will help you recover faster financially. You can also make permanent improvements to your house to prevent or reduce flood damages. Flooding can happen to areas outside of FEMA's Special Flood Hazard Area (SFHA). Many areas within the City predicated to have drainage problems during a heavy storm are outside of SFHA.

Want to know what you can do to reduce or prevent possible flood damages to your property? The Department of Public Works can help by reviewing photos of your property and providing suggestions. Contact Public Works at **408-615-3000** or engineering@SantaClaraCA.gov for more information on this free service or to make an appointment. All building construction requires a building permit and licensed engineer and/or contractor. Suggestions provided by Public Works staff do not substitute building permit review process or plans prepared by a licensed engineer.

Build responsibly in floodplains

Construction within SFHA has special permit and Elevation Certificate requirements from the City. Property owners can also make physical alterations to buildings to reduce risks and flood insurance premiums. Call the Building Division at **408-615-2440** to ensure compliance before you build or begin upgrades to your home.

Elevation Certificate verifies the elevation of the lowest floor of your property relative to the ground. It may be needed to obtain flood insurance coverage. It can potentially lower flood insurance premium. If eligible, you can submit it to FEMA with a Letter of Map Amendment application to prove your property is outside of SFHA for even lower flood insurance rates. Before hiring a State-licensed surveyor to obtain an Elevation Certificate, first call the Building Division at **408-615-2440** to see if there is a copy of the Elevation Certificate for your property on file.

Protect your home from flood threats

The City offers free sandbags for Santa Clara residents. It is important to note you will need additional materials like plywood and plastic sheeting for optimal protection. Sandbags may provide protection against a foot of floodwater or less. For tips on proper sandbag usage, including additional safety tips for your home, visit: valleywater.org/floodready.

Report illegal dumping to keep creeks flowing

Healthy, flowing creeks reduce flood risks by carrying stormwaters away from properties and roads. Dumping into a creek is illegal and can cause blockages, increasing flood risks. Report blockages (like wood or debris) and dumping in creeks to the Valley Water's Watershed Hotline at **408-630-2378** during business hours. You can also report these activities through the Access Valley Water customer service system at bit.ly/AVW-scvwd. If you see a substance polluting a creek, pond or reservoir, call **888-510-5151** anytime.

Turn around, don't drown – avoid floodwaters

Never walk or drive through flooded areas, no matter how shallow. Six inches of moving water can cause an adult to fall. One foot of water is enough to float away a vehicle, including SUVs and pickup trucks. Floodwaters can also be contaminated from oil, gasoline or raw sewage, and can hide downed power lines that may have electrically charged the water. Never allow children to play in floodwaters.

Need sandbags? Call the Public Works Corporation Yard at **408-615-3080**

For 24-7 emergencies involving City utilities, storm drains or flooding, call **408-615-5640**

Did You Notice A Reduced Flood Insurance Premium on Your Bill?

Back in 2002, the City was accepted by the Federal Emergency Management Agency (FEMA) to participate in the National Flood Insurance Program's (NFIP) Community Rating System (CRS) and has participated in the program ever since. And now, the City's rating is resulting in cost savings for certain Santa Clara property owners on their flood insurance premiums.

Every five years, a FEMA representative visits the City to audit ongoing flood maintenance activities, determining the City's CRS classification rating for the next five years. The City's ongoing flood maintenance activities involve activities from several departments in the City: Department of Public Works, Community Development Department, Santa Clara Fire Department (Emergency Services), Library, and Parks & Recreation Department.

In October 2019, the City received the Final Verification Report of the latest 5-year audit from FEMA confirming that the City improved from CRS Class 8 to CRS Class 7. As a result, the discount in flood insurance premiums increased from 10% to 15% for property owners within Special Flood Hazard Areas (SFHA). The discount for flood insurance premiums outside the SFHA remains at 5%.

The effective date of the City's CRS Class 7 rating was Oct. 1, 2019. Flood insurance policies renewed after that date should include the new discount.



Fire Prevention and Life Safety Goes Virtual!

Santa Clara's Fire Prevention Division has a Community Risk Reduction program overseen by the Fire Marshal to educate and empower residents to prevent fires and injuries.

This Fire Department division is committed to providing essential Fire and Life Safety training and education by offering virtual fire training on topics such as Senior Fall Safety, Disaster Preparedness and a new virtual Firefighters in Safety Education fire-safety program that's geared at elementary-aged students.

Visit [SantaClaraCA.gov/Fire](https://www.santacleara.gov/fire) to sign up.

Are You Ready for The Next Big Earthquake?

Earthquakes can happen anytime, and the best way to survive a major earthquake is by being prepared at home, at work and on the road. Begin by assembling emergency preparedness supplies to keep on hand. Minimal basics include water, nonperishable food, flashlight with extra batteries and a first aid kit. A detailed list of a well-stocked emergency supply kit is available at [SantaClaraCA.gov/EmergencyPreparedness](https://www.santacleara.gov/emergency-preparedness).



It is also essential to put together a family emergency plan. Every household member should know how you will get in touch with one another after a disaster; and how you will take care of infants, elderly, family members with disabilities or special needs, and your pets. A template for a Family Disaster Plan is available at [RedCross.org](https://www.redcross.org).

Here are some more easy tips for being earthquake ready:

- Keep gas tanks at least 1/4 to 1/2 full at all times.
- Refill prescriptions when you still have at least a one-week supply.
- Maintain an up-to-date summary of important information, such as insurance policy numbers, bank accounts and family records.

Be earthquake ready by downloading the MyShake app to receive earthquake early warnings in California. The app will enable alerts to your smart phone for earthquakes estimated at a magnitude of 4.5 and greater so you may quickly drop, cover and hold.

Reduce Flooding by Keeping Storm Drains Clear of Leaves

The colorful autumn leaves may be pretty, but if not managed and appropriately contained, they can clog storm drains and increase the potential for flooding. When doing yard maintenance, never blow or rake leaves into the street.

You can do your part by composting excess leaves at home in your backyard compost pile or placing them in your Clean Green cart along with grass clippings, weeds, hedge and shrubbery cuttings, small tree branches, and flowers for weekly curbside collection.

Additional Clean Green containers can be obtained, free of charge, by contacting Mission Trail Waste Systems at **408-727-5365**.

It is also a good idea to keep an eye on your neighborhood storm drain catch basin. Clogged catch basins can cause street flooding when it rains. If a catch basin is clogged with leaves and can be accessed safely, clear it with a broom or rake, or call the Department of Public Works at **408-615-3080** for assistance.

City's Emergency Operations Center Remains Activated for Coronavirus Response

The Emergency Operations Center (EOC) for the City of Santa Clara remains activated due to the unrelenting COVID-19 pandemic. The EOC fully activated on March 15, 2020 after partially activating on March 11 to coordinate the City's response to the coronavirus outbreak.

"I commend our City staff in how they have responded to multiple emergencies, continuing to serve our community at a time when so many Santa Clarans have been impacted personally and economically by the coronavirus," said Deanna J. Santana, City Manager. "In my role as the EOC director, I have ensured that we have the necessary staffing available to be able to respond effectively to the pandemic's impact on our city, while providing mutual aid and supporting disaster relief efforts."

City employees from all departments have taken on roles within the EOC to maintain situational awareness, manage resources and coordinate public information for this evolving situation. They are staffing roles within the five EOC sections: Management, Operations, Planning, Logistics and Finance.

Given the workplace challenges involved with this particular emergency, EOC staff practice public health protocols including physical distancing of at least six feet, frequent hand washing and/or use of alcohol-based hand sanitizer, and wearing of face coverings when working onsite. The EOC has also embraced staff working remotely, when practical, thanks to improved video conferencing and cloud technology. As the local COVID-19 situation changes, the EOC can adapt by ramping up or scaling down its operations.

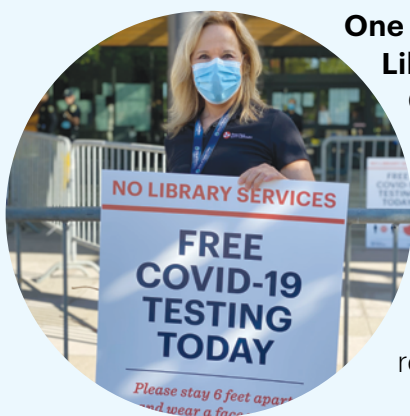
"The EOC has been the focal point for coordinating the City's response to COVID-19," noted Lisa Schoenthal, Chief Emergency Services Officer. "The amazing teamwork of staff has been extraordinary despite the unprecedented challenges social distancing presents."

In the meantime, all members of the community are urged to practice the three Ws: wear a face covering, wash your hands and watch your distance. As of Sept. 1, 2020, the County of Santa Clara Department of Public Health reported 825 confirmed cases in Santa Clara.

For the latest details on COVID-19 locally, visit the City website, [SantaClaraCA.gov/CoronavirusUpdates](https://www.santacruz.ca.gov/CoronavirusUpdates).



Santa Clara Hosts COVID-19 Testing Sites



One hour before the Northside Branch Library opened its doors for free COVID-19 testing on Tuesday, June 23, there was already a line of over 25 people from Santa Clara and neighboring cities. People wrapped around the building in line, physically distancing at least six feet apart and wearing a face covering as required.

More than 500 people came to the branch library, located at 695 Moreland Way, to get tested on that first day. People patiently waited over one hour, some almost two hours in the warm temperatures, to get tested for COVID-19. In collaboration with the County of Santa Clara, the City of Santa Clara was able to host free COVID-19 testing at the library site over several days.

The County Public Health Department administered the temporary testing site with the help of City employees. Staff from the Northside Branch Library, Mission Branch Library, Central Park Library and Library Administration were on hand to open the doors that summer morning and to ensure that everyone physically distanced from one another. City staff from the Library, Human Resources and Parks & Recreation departments greeted people as they arrived, managed the line, cleaned clipboards, helped direct patients, handed out water and answered many questions.

No ID was required, and the tests were open to everyone. After four days of testing, 2,121 tests were completed. More than 35 City staff members worked as a team of disaster service workers, demonstrating how the City steps up when the community is in need, especially when the health and well-being of the public are at risk.

More free COVID-19 testing is coming to Santa Clara. This time, it'll take place at Central Park Library, 2635 Homestead Road, on Sept. 23 and Sept. 30 from 10 a.m. to 4 p.m. To reduce the wait time in line, the County has implemented a wristband check-in system that allows people to check-in and return later at a designated hour-long time slot. However, the supply of wristbands depends on the number of available tests and are only available as supplies last. For more details, visit [SantaClaraCA.gov/CoronavirusUpdates](https://www.santacruz.ca.gov/CoronavirusUpdates).

Central Park Library also served as a free testing site for two days in August.

According to County public health officials, pop-up locations are most appropriate for individuals who do not have any symptoms but are at higher risk because they work in frontline settings or because they've had significant interaction with members of the public. Those who should get tested for COVID-19 include grocery store clerks, construction workers, retail associates, first responders and other workers, as well as individuals who regularly ride public transit or have recently attended a mass gathering.

For the latest information on other testing sites in Santa Clara County, call **2-1-1** or visit [sccfreetest.org](https://www.sccfreetest.org).

Santa Clarans Chip In to Help Neighbors with Utility Bills

As of early July, Santa Clarans have donated more than \$1,500 to the Help Your Neighbor Program that provides emergency assistance with utility bill payments for residents who are experiencing financial hardship. The City is using these donations to help residents who are having difficulty paying their utility bills during the COVID-19 pandemic.

Earlier this year, the City reestablished the program due to the economic hardships caused by the public health emergency.

To donate, make checks payable to the City of Santa Clara, write **"Help Your Neighbor Program"** in the memo line of your check and send to:

**City of Santa Clara
Attention: Finance Department/Help Your Neighbor Program
1500 Warburton Ave.
Santa Clara, CA 95050**

This program is part of the Give A Little, Help A Lot donation campaign.

To apply for assistance, please call the Finance Department's Customer Service Line at **408-615-2300** or email utilitybilling@SantaClaraCA.gov.

For information on more local opportunities to give back to the community during this unprecedented time, visit the City's COVID-19 donations webpage, SantaClaraCA.gov/COVID19Donations.



SAVE THE DATE

November 7, 2020 at 7:00 p.m.

Join us as **Mission City Community Fund** holds its first online auction/fundraiser enabling us to serve the Silicon Valley. All donations/funds go directly to assisting those in need in our community.

www.missioncityfund.org

Mission City
COMMUNITY FUND

COVID-19 Pandemic Affects More Local Events

Due to the county-wide ban on most outdoor gatherings due to the pandemic, the City had no choice but to cancel more summer and fall events such as the Summer Concerts in the Park and the Street Dance.

As a result, the City will not be able to host the 40th anniversary of the Santa Clara Art & Wine Festival in 2020. The festival was scheduled to take place in September. The Parks & Recreation staff has been in contact with many artists, nonprofits, entertainment, volunteers, sponsors and others to explore possible alternatives.

For the latest COVID-19 developments, visit SantaClaraCA.gov/CoronavirusUpdates.

New Solid Waste Rates & Rate Reduction Program Adopted

Changes are coming to your solid waste services bill as soon as the August 2020 billing. At the July 14 meeting, the City Council approved new solid waste rates that reflect the increased costs of new agreements with Mission Trail Waste Systems, GreenWaste Recovery and Recology.

Depending on the type of cart used, the new monthly rate for residents may go up by \$6.76 to \$14.19. The rate increase for solid waste services is attributed to:

- New state law (SB 1383) requires that 75% of organics (food, pizza boxes, etc.) be recycled, which is much more expensive.
- New overseas recycling restrictions have driven up costs nationwide.
- 63% of residents who responded to City survey preferred "mixed-waste processing" meaning residents won't have to separate their own garbage.

The new monthly rates for residential customers is shown in the table.

SERVICE LEVEL	FY 2019/20 RATE	FY 2020/21 RATE	RATE INCREASE
Supersaver (20-gallon)	\$29.04	\$35.80	\$6.76
Small Cart (32-gallon)	\$36.59	\$44.10	\$7.51
Medium Cart (64-gallon)	\$51.10	\$61.90	\$10.80
Large Cart (96-gallon)	\$65.61	\$79.80	\$14.19

Bundled rates include the monthly charges for garbage, yard waste, Cleanup Campaign, residential recycling and household hazardous waste.

The new rates become effective on August 1, 2020. For more details, visit SantaClaraCA.gov/CleanSC.

Rate Reduction Program

Temporary relief is coming as customers adjust to the new solid waste services rate during the on-going COVID-19 Pandemic. The Council approved the use of the Solid Waste Rate Stabilization Reserve funds to provide all residential and commercial business customer accounts with a \$3 per month reduction to their solid waste utility bill for six months to smooth the transition to the higher rates. The Council will consider a deeper subsidy at a September City Council meeting to provide further financial relief for residents.

For more information, email Environment@SantaClaraCA.gov or call the Department of Public Works at **408-615-3080**.



City Completed Pedestrian Master Plan

In February 2020, the City Council adopted the City's first **Pedestrian Master Plan**, which establishes a long-term vision for improving walking conditions in Santa Clara through a range of policy, program and project recommendations. The goal is to provide guidance for improving and expanding the pedestrian environment with a focus on safety, comfort, convenience and activity for all ages and abilities.



The process involved extensive input from the community and various stakeholders such as the City's Senior Advisory Commission, Americans with Disabilities Act Committee, and the Bicycle and Pedestrian Advisory Committee. Community engagement was a significant component of developing the Master Plan. A

variety of outreach opportunities were used to seek input such as workshops, pop-up events, City walking tours, and an online interactive survey and mapping tool.

There are multiple components to the Pedestrian Master Plan, including ways to plan, design and construct an improved network that accommodates the needs of all mobility types, users and ability levels. To view the Pedestrian Master Plan visit SantaClaraCA.gov/PedestrianMasterPlan.

City Seeks Community Input on Climate Action Plan Update

The City is updating its current **Climate Action Plan (CAP)** to align with new State of California requirements and to assess the City's greenhouse gas (GHG) emissions.



The CAP update will determine the impacts of State and local actions that have already been implemented to reduce greenhouse gases and identify further steps to reduce greenhouse gas emissions and enhance climate resiliency throughout Santa Clara.

In June 2020, an online survey was conducted to get community feedback on the City's CAP priorities. To further engage the community, a virtual workshop was organized via Zoom in July 2020 in which the public provided input on the City's climate goals and strategies.

To receive CAP updates, sign up online at SantaClaraCA.gov/Enotify and select "Sustainability" from the list. For more information, visit SantaClaraCA.gov/ClimateActionPlan, contact the Planning Division by email at planning@SantaClaraCA.gov or call 408-615-2450.

Road Closures in Effect as Related Santa Clara Project Underway

The 240 acres at Stars & Stripes Drive in Santa Clara will be the future home to the Related Santa Clara project. Related Santa Clara consists of 9.2 million square feet of mixed-use development with a city center of commercial office, retail/entertainment including a globally inspired food market, 1,680 residential units,

700 hotel rooms and approximately 5 million square feet of corporate office space. The development will also feature new roadways and the creation of a 30-acre city park.

Construction is expected to begin in early 2021, and the first phases of the development are scheduled to open to the public in 2023.

Road closures for the pre-construction and construction phases

Traffic pattern changes will affect Stars and Stripes Drive, Tasman Drive, and Centennial Boulevard.



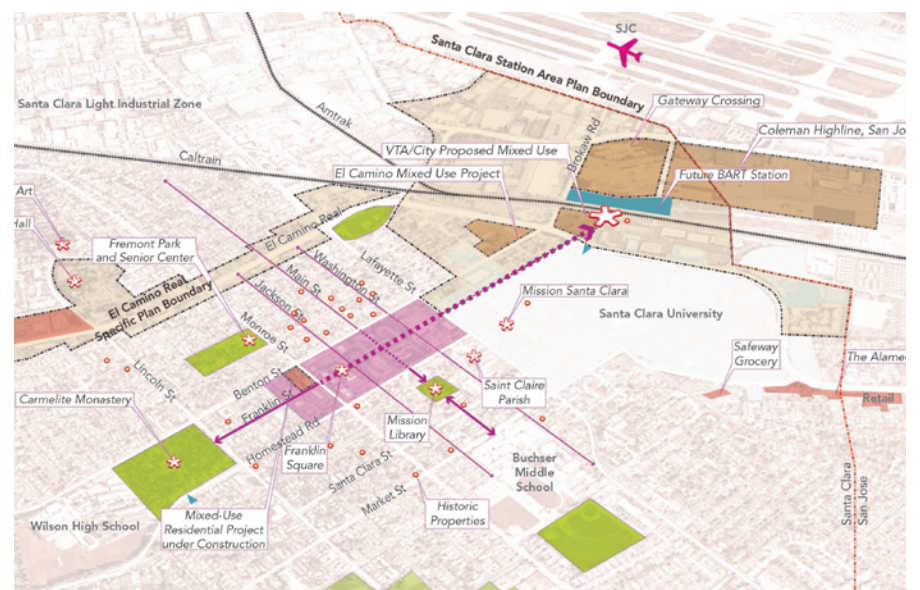
of Related Santa Clara went into effect on Aug. 3, 2020. Santa Clara Holiday to all transit users, pedestrians, vehicles and bicyclists. The closure may also impact those traveling to California's Great America, Great America Train Station, Youth Soccer Park, or Levi's Stadium.

For more information about these road changes, email communications@SantaClaraCA.gov or visit SantaClaraCA.gov/RelatedSantaClara.

Community Feedback Used to Shape the Downtown Precise Plan

The City, a citizen task force and a team of planners, designers, economists and others, informed by the community, have completed "Phase 1" of the Downtown Precise Plan planning effort. In May 2020, the City launched a survey to receive feedback from the community on three Land Use Concepts for the future of Downtown Santa Clara. The survey asked participants about what they liked and didn't like about the land use concepts. Following the feedback, the concepts will be turned into a preferred land use framework for further development. For details and a summary of the online survey, visit SantaClaraCA.gov/Downtown.

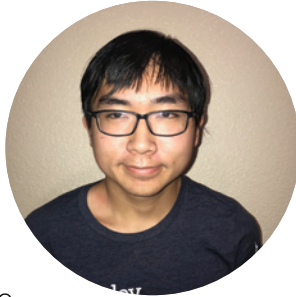
To be added to the Downtown Precise Plan email notification list, subscribe to SantaClaraCA.gov/Enotify, contact the Planning Division at planning@SantaClaraCA.gov, or by phone at 408-615-2450.



Silicon Valley Power Awards Scholarships to Invest in its Future

For the past 15 years, Silicon Valley Power has offered scholarships for students attending college or technical school to pursue a career in the energy industry. To date, \$237,000 in scholarships have been granted to 51 deserving students in the Santa Clara community. This year, three outstanding students were each awarded \$5,000 scholarships at the City Council meeting on July 14, 2020.

Ryota Inagaki, a Santa Clara High School graduate, is studying engineering mathematics and statistics at the University of California, Berkeley. His studies are focused on the physics and math behind electrical engineering and he is fascinated with research on mathematical modeling. In his future career, Ryota plans to apply these skills to the power industry.



Vincent Kloes recently graduated from Wilcox High School. He will be studying earth science at the University of Virginia, Charlottesville this fall. Vincent plans to research terrestrial energy sources that can satisfy the global demand for energy while maintaining

renewability. He feels it is important to understand all aspects of energy demand, including not only the science behind energy but also the economic and political aspects, so he can contribute to the development of future energy sources.

Santa Clara resident **Serena Kutney** is entering her senior year at the University of California, Davis. Serena found her passion for chemical engineering while taking an environmental science class during her senior year in high school. That class spurred her interest in energy and the environment and led to her to pursue a degree in chemical engineering. As an engineering student, Serena says she is “developing skills that will enable her to create sustainable energy solutions to improve current industry practices.” This course of study has afforded her the opportunity to research potential new biosource fuel options.



Silicon Valley Power believes in the importance of investing in the future workforce of the electric industry. Supporting students to achieve their career goals through this scholarship program is one of several ways the utility is able to support our community and the energy industry.

Applications for the 2020 scholarship program will be available at SiliconValleyPower.com in October.

Register for Fall Recreational Classes

Join Parks & Recreation this fall for in-person classes and online classes. From art and drama, to sports and gymnastics, to dance and early childhood education, Parks & Recreation have you covered when it comes to offering a variety of classes both in-person and online.



The fall session of classes begins Monday, Sept. 14. Registration for residents begins Monday, Aug. 24, and non-resident registration begins Wednesday, Aug. 26.

To view the list of classes in the activity guide and register for programs, visit SantaClaraCA.gov/ParksAndRec. All in-person classes will follow the most recent State and County health guidelines.

Holiday Tree Collection

The holiday season's final tradition is putting the tree out for curbside recycling. Holiday trees will be picked up on your regular solid waste collection day during the week of Jan. 4-8, 2021. Here is what to do:

- Remove all ornaments, tinsel, nails and the stand.
- Residents with cart service can place the stripped tree next to the solid waste cart setouts at the curb on your regular collection day.
- Residents with bin service can set out their holiday trees on the nearest public street for pickup on the assigned single-family home garbage/recycling collection days.
- Unflocked trees may also be recycled after Jan. 8 by cutting up the tree and placing the pieces in the Clean Green cart.
- Flocked trees will be collected but cannot be recycled and should be bagged before placing curbside to protect against stormwater pollution.

For more information on holiday tree recycling and set-out instructions, visit SantaClaraCA.gov/Garbage or call the Department of Public Works at **408-615-3080**.

Holiday Solid Waste Collection Schedule

There will be no garbage, recycling or Clean Green services on Friday, Dec. 25 (Christmas Day) and Friday, Jan. 1 (New Year's Day). Collection will take place one day later on Saturday, Dec. 26 and Saturday, Jan. 2.

Residents with individual cart service may set out up to two additional 32-gallon garbage bags on each of their collection days between Dec. 26 – Jan. 7 at no extra charge.

Commercial and multi-family accounts with front load bin service may arrange for one additional pickup per garbage account per year at no extra charge by contacting Mission Trail Waste Systems at **408-727-5365**.

Remember to recycle all non-metallic gift wrap, tissue paper, cards, boxes and tags.



Santa Clara Parade of Champions Goes Virtual on Oct. 10 - Save the Date!

Contributed by Ana Vargas-Smith, SCPOC President



This year, the Santa Clara Parade of Champions will celebrate virtually with America's Heroes as the theme. The pandemic has shined a light on some outstanding acts of community strength, kindness and heroism and forced us to get creative with how we gather. Santa Clara has been resilient during the pandemic, and we are proud of our leaders and frontline heroes for their ongoing efforts to keep us safe and healthy.

Our nonprofit is organizing a citywide porch and front yard decorating contest. We are asking residents, neighborhoods, organizations and businesses to get creative—it's your masterpiece and we want to capture positive images for 2020. The winners in each of the five categories will win prizes, bragging rights and earn a place in our Santa Clara Virtual Parade of Champions video and website. Whether you want to participate in the contest or parade or both, visit scparadeofchampions.org to sign up. Content must be received by Saturday, Sept. 26, 2020.

We invite Santa Clarans to show our heroes how much you appreciate them from the safety of your computer or mobile device. The event will be streamed at scparadeofchampions.org on Saturday, Oct. 10, 2020.

SVACA Goes Virtual During Pandemic

Important changes are underway at Silicon Valley Animal Control Authority's (SVACA) Animal Care Center, as we adjust to life during the COVID-19 pandemic.

Since the onset of the Place order, SVACA has provided services to the community and their animals and followed the County of Santa Clara Public Health Department's evolving directives designed to keep everyone safe and healthy.



LITTLE EMMA, RECENTLY ADOPTED THROUGH THE VIRTUAL PROCESS, IS A BRIGHT, SHINING LIGHT FOR HER NEW FAMILY AND FOLLOWS THEM EVERYWHERE.

You can now pick up your new best friend or drop off stray animals during regular business hours—all curbside, of course.

While it is not the same as lying under a pile of kittens looking for that perfect one (or two or three!), the Center's adoptable kittens and pups are online-meeting pros—and they cannot wait to (virtually) meet you. In keeping with the new COVID-19 safety protocols, all animal meet-and-greets and adoptions now take place online.

Little Emma, recently adopted through the virtual process, is a bright, shining light for her new family and follows them everywhere.

Also, we have an online licensing process for cats or dogs. And of course, if you need help with an animal issue, let us know. We are here to help 24/7.

SVACA is committed to finding new ways to serve the community in safe and thoughtful ways and appreciates your patience as we navigate the requirements for safe operations.

Don't miss your chance to adopt virtually; visit [SVACA.com](https://svaca.com) to learn more.

Register to Vote!



Sept. 22, 2020 is the national Register to Vote Day. Voter registration tables will be available at all three City libraries to encourage residents to participate: Central Park Library, 2635 Homestead Rd.; Mission Branch Library, 1098 Lexington St.; and Northside Branch Library, 695 Moreland Way.

The next election is the Presidential General Election on Nov. 3, 2020.

Voter registration must be completed online or postmarked by Oct. 20, 2020.

Individuals can check their voter registration status online at VoterStatus.sos.ca.gov.

ELECTED OFFICIALS

Lisa M. Gillmor, Mayor
Kathy Watanabe, Councilmember, District 1
Raj Chahal, Councilmember, District 2
Karen Hardy, Vice Mayor, District 3
Teresa O'Neill, Councilmember, District 4
Vacant, Councilmember, District 5
Debi Davis, Councilmember, District 6
Hosam Haggag, City Clerk
Pat Nikolai, Police Chief

CITY COUNCIL APPOINTEES

Deanna J. Santana, City Manager
Brian Doyle, City Attorney
Linh Lam, City Auditor

CITY COUNCIL 2020 PRIORITIES

- Deliver and Enhance High-Quality Efficient Services and Infrastructure
- Manage Strategically Our Workforce Capacity and Resources
- Promote and Enhance Economic, Housing and Transportation Development
- Enhance Community Sports, Recreational and Arts Assets
- Ensure Compliance with Measure J and Manage Levi's® Stadium
- Enhance Community Engagement and Transparency
- Promote Sustainability and Environmental Protection